

POSITION GUIDE
NONAPPROPRIATED FUNDS

JOB NUMBER

FLSA:

TITLE: Information Technology Specialist (Customer Support)

PAY PLAN/SERIES/LEVEL - NF-2210-3

MAJOR DUTY DESCRIPTION:

Customer Support is a specialty involved in providing technical support to customers who need advice, assistance, and training in applying hardware and software systems.

Provides technical support duties to customer support personnel. Serves as a help desk representative. Diagnoses and resolves problems in response to customer reported incidents. Researches, evaluates, and provides feedback on problematic trends and patterns. Installs, configures, troubleshoots, and maintains customer hardware and software. Provides training and instruction to enhance user performance. Sets system security levels based on user performance and appropriate regulations. Develops and documents standard operating procedures to ensure compliance with accreditation procedures and policies.

QUALIFICATION REQUIREMENTS:

Experience that provided knowledge of and skill in system installation, troubleshooting, data recovery, and customer service support duties involving the use and application of formal or informal training methods and principles.